

FR Interview

Tell me the types of digital devices you are familiar with and how often you use them.

Smartphone

Which features, software, or applications do you use your mobile phone for?

Phone calls, WhatsApp, DigID,

So far how was the integration process for you? What does integration mean for you?

Integration, adapting to the new culture

Sharing my culture

Respecting each other/other people's culture

Experiencing each other's culture

How do you use digital technologies in your everyday life? Have digital skills played a role in your integration process? If so, can you elaborate on how?

Digital technologies are important, but skills are needed

Being digital is not just browsing Facebook

A lot of software

For me, it has helped me and not helped me also, because of a lack of skills

Do you feel that digital technologies have helped or hindered your integration into Dutch society? Can you provide specific examples?

For me, it has helped me and not helped me also, because of lack of skills

How do you currently use digital technologies to access information about your rights and obligations as a refugee in the Netherlands?

**Have you used any digital tools or resources to learn Dutch or other languages?
How effective have these been?**

YouTube videos

Have you encountered any challenges using digital technologies in the Netherlands, such as language barriers or lack of access to technology? How have you overcome these challenges, if at all?

Language barrier yes, it is in Dutch or in English, both can be difficult before I learn Dutch

Google Translate in Tigrinya is not well developed

Do you use any online platforms or apps to connect with other refugees or people from your home country? How has this affected your sense of community and belonging in the Netherlands?

WhatsApp groups

Telegram groups

Facebook

Strong sense of community, both online and offline communities

Social media used to organize meetings, events and share information about rental houses, jobs and announcements

Have you had the opportunity to interact with Dutch people or participate in Dutch social events? Have you used any digital tools or platforms to connect with Dutch people or participate in Dutch social events?

Have you been able to find employment since arriving in the Netherlands? If not, what are the challenges you face in finding a job?

Works in a restaurant

Started as a dishwasher

Now a chef

Hired through the network of Eritreans

Most of us get jobs through our connections

Have you used any online platforms or resources to search for job opportunities?

No

Have you received any support or training to develop digital skills related to job search or job performance?

No

Do you feel that digital skills are important in accessing basic services in the Netherlands? Have you used any digital tools or resources to help you navigate the Dutch system and access these services?

Digital is important

For work

Banking

Connection

Have you faced any challenges in accessing basic services such as healthcare, education, or housing in the Netherlands?

Faced challenge in using email at work

Language contributed to the challenge

Google Translate not very good for Tigrinya and Amharic

Have you had any opportunities to attend digital skills training programs or workshops in the Netherlands? If so, can you describe your experience and how it has benefited you?

No digital skills training

What kind of support or resources do you think would be beneficial in helping refugees like yourself in the Netherlands improve their digital skills and enhance their integration?

Computer training

Laptop or tablet support

How to use email

How to use Google